User Manual

Creative Modem Blaster
V.92 PCI DI5732

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CAUTION: This device is intended to be connected by the user to a CSA/TUV/UL certified/listed IBM AT or compatible personal computer in the manufacturer's defined operator access area. Check the equipment operating/installation manual and/or with the equipment manufacturer to verify/confirm if your equipment is suitable for devices.

ATTENTION: Ce périphérique est destiné à être connecté par l'utilisateur à un ordinateur IBM AT certifié ou listé CSA/TUV/UL ou compatible, à l'intérieur de la zone d'accès définie par le fabricant. Consulter le mode d'emploi/guide d'installation et/ou le fabricant de l'appareil pour vérifier ou confirmer qu'il est possible de connecter d'autres périphériques à votre sytème.

Notice for the USA

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- Reorient or relocate the receiving antenna.
- Increase the distance between the equipment and receiver.
- Connect the equipment to an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician.

CAUTION: To comply with the limits for the Class B digital device, pursuant to Part 15 of the FCC Rules, this device must be installed in computer equipment certified to comply with the Class B limits.

All cables used to connect the computer and peripherals must be shielded and grounded. Operation with non-certified computers or non-shielded cables may result in interference to radio or television reception.

Modifications

Any changes or modifications not expressly approved by the manufacturer of this device could void the user's authority to operate the device.

Notice for Canada

This apparatus complies with the Class "B" limits for radio interference as specified in the Canadian Department of Communications Radio Interference Regulations.

Cet appareil est conforme aux normes de CLASSE "B" d'interférence radio tel que spécifié par le Ministère Canadien des Communications dans les règlements d'interférence radio.

Compliance

This product conforms to the following Council Directive:

- Directive 89/336/EEC, 92/31/EEC (EMC), 73/23/EEC (LVD), (73/23/EEC), as amended by directive 93/68/EEC.

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CREATIVE
Modem
BLASTER
Introduction

Introduction

Before You Begin

This section contains information you should know about before using this manual. Read the information carefully before proceeding further.

Package Contents

- Creative Modem Blaster V.92 PCI DI5732 card
- Telephone cable
- CD-ROM containing drivers, applications, and PDF User Manual

Recording Model and Serial Numbers

Your modem card has a model number and a serial number. After removing the modem card from its packaging, write down its model and serial numbers for future reference.

Checking System Requirements

- An available PCI slot
- Intel® Pentium® III 550 MHz or higher IBM compatible PC
- 64 MB RAM on motherboard
- 25 MB of free hard disk space
- Microsoft® Windows® 98 Second Edition (SE), Windows Millennium Edition (Me), Windows 2000 or Windows XP
- CD-ROM drive installed

Document Conventions

The following typographical conventions are used throughout this document.

Note. This highlights additional or important information about a feature.

Caution! This highlights proper usage of your product. Use this information to avoid risky situations.

Warning! This warns you of possible hazards to yourself or your product, that may result in injury or damage.

This product is in compliance with the essential requirements and other relevant provisions of R&TTE Directive 1999/5/EC

1 About Your Modem

About Your Modem

Jacks

Place the modem card in front of you as you go through this chapter. This will help you identify the various components found on your modem card.

Jacks are one-hole connecting interfaces on your modem card. They allow you to attach other devices to your card. Jacks are found on the rear panel of your modem card.

The jacks on your modem card can be seen in Figure 1-1.

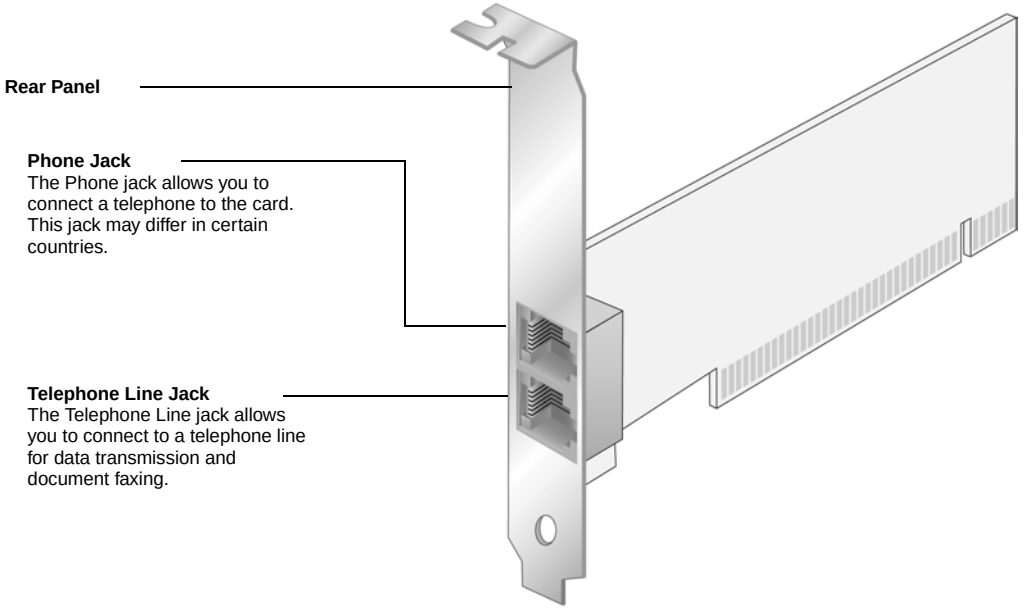
Rear Panel
Phone Jack
The Phone jack allows you to connect a telephone to the card. This jack may differ in certain countries.
Telephone Line Jack
The Telephone Line jack allows you to connect to a telephone line for data transmission and document faxing.

Figure 1-1: The jacks on your modem card.

2 Installing Hardware

Installing Hardware

Installation Steps

Step 1: Prepare your computer

Turn off the main power supply and disconnect your computer's power cord. Systems using an ATX power supply unit with soft power off may still be powering the PCI slot. This can damage your modem card when it is inserted into the slot.

1. Turn off your computer and all peripheral devices.
2. Touch a metal plate on your system to ground yourself and to discharge any static electricity, and then unplug the power cord from the wall outlet.
3. Remove your computer casing.
4. Remove the metal bracket from an unused PCI slot as shown in Figure 2-1. Put the screw aside for use later.

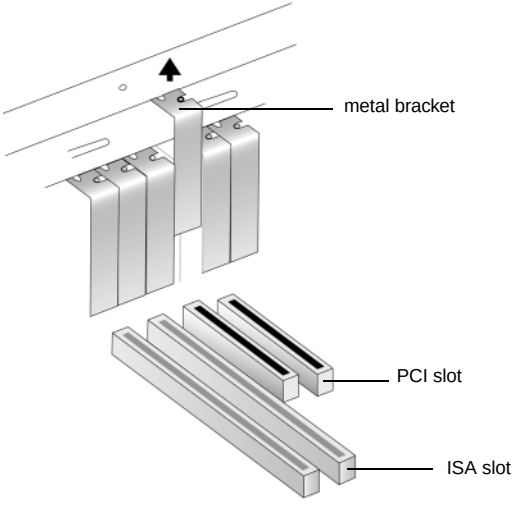

Figure 2-1: Removing a metal bracket.

Step 2: Insert the modem card

1. Align the modem card with the unused PCI slot and press the card gently but firmly into the slot as shown in Figure 2-2.
2. Secure the modem card with the screw you had placed aside earlier.

Do not force the modem card into the slot. Make sure that the gold finger PCI connector on the modem card is aligned with the motherboard before you insert the card into the PCI expansion slot.
If it does not fit properly, gently remove it and try again.

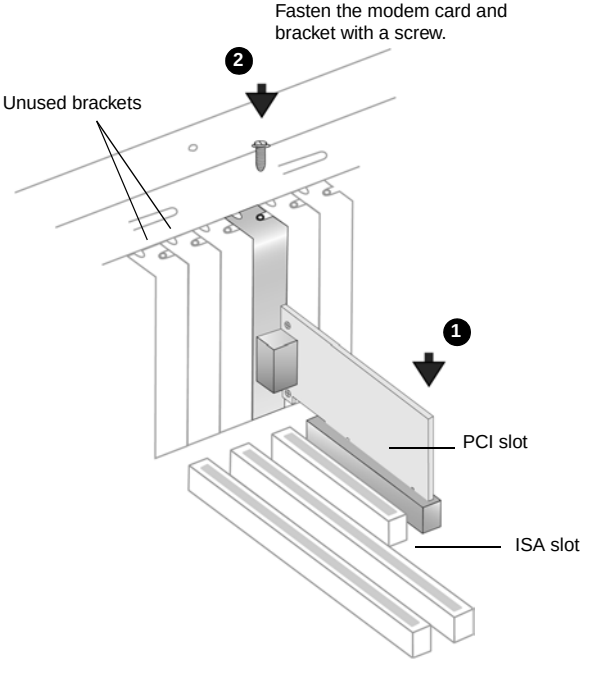

Figure 2-2: Aligning the modem card against the slot.

Step 3: Connect to power supply

1. Replace the computer casing.
2. Plug the power cord back into the wall outlet, and then turn on the computer.

To install drivers and applications, refer to “Installing and Testing the Modem Drivers” on page 3-2.

Step 4: Connect to telephone line and telephone set

1. Locate the most convenient telephone wall outlet.
   If a telephone set is already connected to it, unplug the telephone cable from the wall outlet.
2. Connect the telephone cable from a telephone set to the Phone jack of the modem.

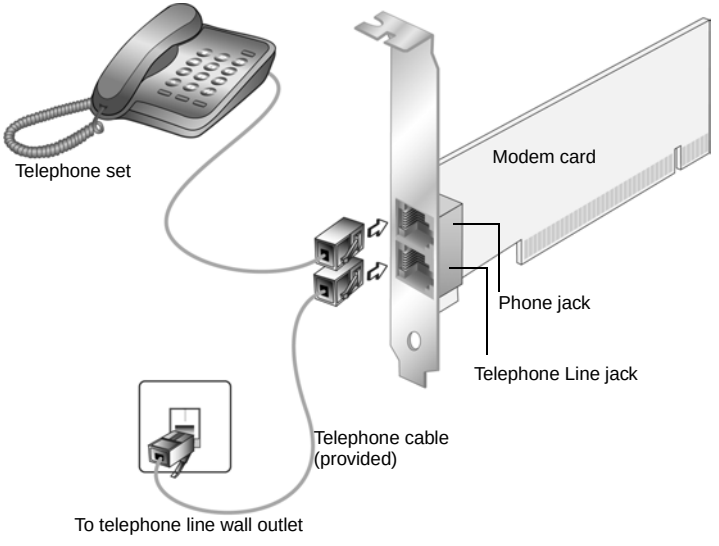

Figure 2-3: Connecting the telephone line and telephone to your modem.

3. Connect one end of the telephone cable provided to the wall outlet and the other end to the Telephone Line jack of the modem.

Notes on connecting the telephone line and telephone set

Before using the modem, you need to connect your telephone line and telephone set to the modem card.

To ensure that the modem works properly, know that:

- Your modem cannot be used on “party lines”, nor can it be used on toll or coin-operated lines. Contact your local telephone company for help if you are not sure about the suitability of your telephone line.
- This modem is intended for use on an analog telephone line, also called a POTS (Plain Old Telephone Service) line. This modem cannot be connected directly to a digital telephone line, such as those commonly found in businesses.
  Either obtain an analog line or an analog converter compatible with the telephone line you are using.

3 Installing and Testing the Modem Drivers

Installing and Testing the Modem Drivers

This chapter is organised as follows:

- Installing the Modem Driver In Windows 98SE/2000/Me/XP
- Testing the Modem Driver

Installing the Modem Driver In Windows 98SE/ 2000/Me/XP

After installing the modem driver, test the modem to ensure it has been installed properly.

1. After you have installed the modem card, turn on your computer. Windows automatically detects the modem card and device drivers.
2. If prompted for the device drivers, click the **Cancel** button.
3. Insert the Installation CD into your CD-ROM drive. The disc supports Windows AutoPlay mode and starts running automatically. If not, enable your CD-ROM drive's auto-insert notification feature. For more details, see "Problems Installing Software" on page B-2.
   i. Windows 98SE users may be prompted to locate the ACRCST9.CAT file. Click the **Browse** button and locate the driver file in E:\Drivers\Win98 (where E: represents your CD-ROM drive). Click the **OK** button.
   ii. Windows XP users may be prompted to insert the Installation CD. Click the **Install from a list or specific location (Advanced)** option, and then click the **Next** button.
   iii. Windows XP users may also be prompted to search for the driver. Click the **Don't search. I will choose the driver to install** option, and then click the **Next** button.
4. Select the applications and drivers to install, and then click the **OK** button.

Testing the Modem Driver

In Windows 98SE

1. Click **Start** -> **Settings** -> **Control Panel**.
2. Double-click the **Modems** icon. The **Modems Properties** dialog box similar to Figure 3-1 appears.
3. Click the **Diagnostics** tab.
4. Click the COM port that has been assigned to your modem.
5. Click the **More Info** button to display the response status of your modem.
   If your modem is not responding, it may be due to a conflict between the modem and another peripheral device. To resolve the conflict, you must change the settings on your modem (see “Resolving Conflicts in Windows 98SE/Me” on page B-3).

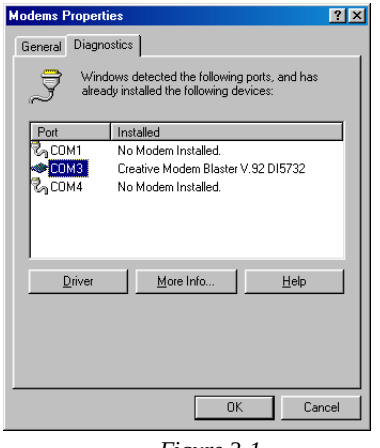

Figure 3-1

In Windows 2000

1. Click **Start** -> **Settings** -> **Control Panel**.
2. Double-click the **Phone and Modems** icon. The **Phone and Modems Options** dialog box appears.
3. Click the **Modems** tab.
4. Click your **Creative Modem Blaster V.92 DI5732**, and then click the **Properties** button. The **Creative Modem Blaster V.92 DI5732 Properties** dialog box similar to Figure 3-2 appears.
5. Click the **Diagnostics** tab.
6. Click the **Query Modem** button to display the response status of your modem.
   If your modem is not responding, it may be due to a conflict between the modem and another peripheral device. To resolve the conflict, you must change the settings on your modem (see “Resolving Conflicts in Windows 2000/XP” on page B-4).

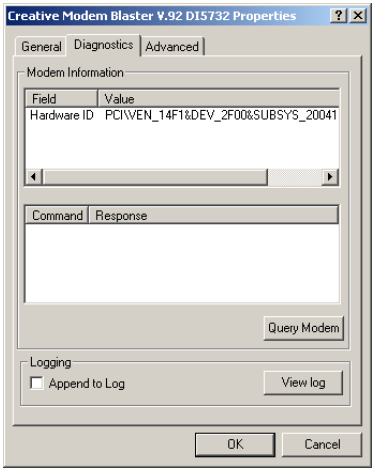

Figure 3-2

In Windows Me

1. Click **Start** -> **Settings** -> **Control Panel**.
2. Double-click the **Modems** icon. The **Modems Properties** dialog box similar to Figure 3-3 appears.
3. Click the **Diagnostics** tab.
4. Click the COM port that has been assigned to your modem.
5. Click the **More Info** button to display the response status of your modem.
6. If your modem is not responding, it may be due to a conflict between the modem and another peripheral device. To resolve the conflict, you must change the settings on your modem (see “Resolving Conflicts in Windows 98SE/Me” on page B-3).

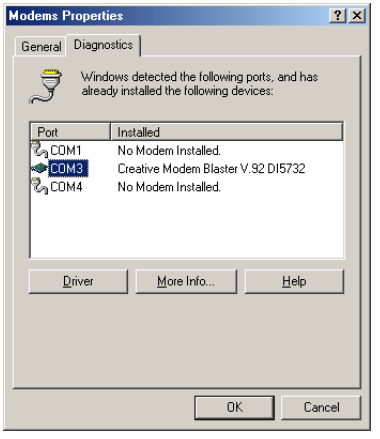

Figure 3-3

In Windows XP

1. Click **Start** -> **Settings** -> **Control Panel**.
2. Double-click the **Phone and Modems** icon.
3. Click the **Modems** tab.
4. Click your **Creative Modem Blaster V.92 DI5732**, and then click the **Properties** button. The **Creative Modem Blaster V.92 DI5732 Properties** dialog box similar to Figure 3-4 appears.
5. Click the **Diagnostics** tab, and then click the **Query Modem** button to display the response status of your modem.
   If your modem is not responding, it may be due to a conflict between the modem and another peripheral device. To resolve the conflict, you must change the settings on your modem (see "Resolving Conflicts in Windows 2000/XP" on page B-4).

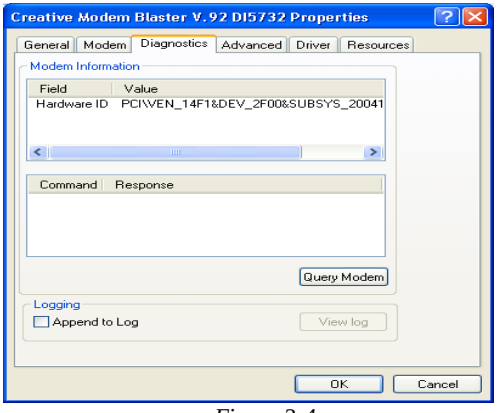

Figure 3-4

4 Uninstalling the Modem

Uninstalling the Modem

Uninstalling the Modem

You may at times need to uninstall and then reinstall the modem to correct problems, change configurations, or make version upgrades. The following instructions tell you how to uninstall the modem.

In Windows 98SE

1. Click **Start** -> **Settings** -> **Control Panel**.
2. Double-click the **Add/Remove Programs** icon. The **Add/Remove Programs Properties** dialog box similar to Figure 4-1 appears.
3. Click the **Install/Uninstall** tab, and then click **Creative Modem Blaster V.92 DI5732**.
4. Click the **Add/Remove** button.
5. Click the **OK** button.
6. Turn off your computer and remove the modem card.

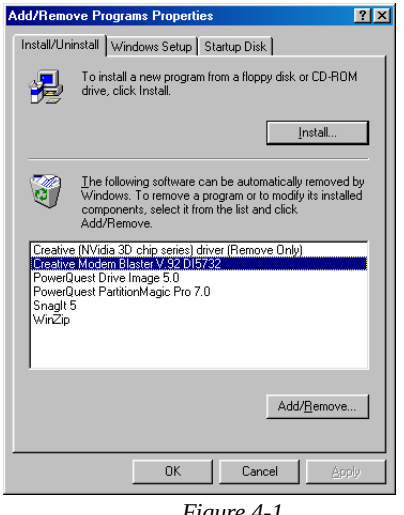
Add/Remove Programs Properties
Install/Uninstall
Windows Setup
Startup Disk
To install a new program from a floppy disk or CD-ROM drive, click Install.
Install...
The following software can be automatically removed by Windows. To remove a program or to modify its installed components, select it from the list and click Add/Remove.
Creative (NVidia 3D chip series) driver (Remove Only)
Creative Modem Blaster V.92 DI5732
PowerQuest Drive Image 5.0
PowerQuest PartitionMagic Pro 7.0
SnagIt 5
WinZip
Add/Remove...
OK
Cancel
Apply

Figure 4-1

In Windows 2000

1. Click **Start** -> **Settings** -> **Control Panel**.
2. Double-click the **Add/Remove Programs** icon.
3. When a dialog box similar to Figure 4-2 appears, click the **Change or Remove Programs** button.
4. Click **Creative Modem Blaster V.92 DI5732**, and then click the **Change/Remove** button.
5. Click the **Close** button.
6. Turn off your computer and remove the modem card.

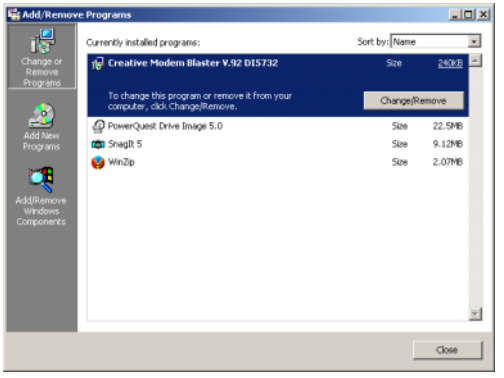

Figure 4-2

In Windows Me

1. Click **Start** -> **Settings** -> **Control Panel**.
2. Double-click the **Add/Remove Programs** icon.
3. When a dialog box similar to Figure 4-3 appears, click the **Install/Uninstall** tab.
4. Click **Creative Modem Blaster V.92 DI5732**, and then click the **Add/Remove** button.
5. Click the **OK** button.
6. Turn off your computer and remove the modem card.

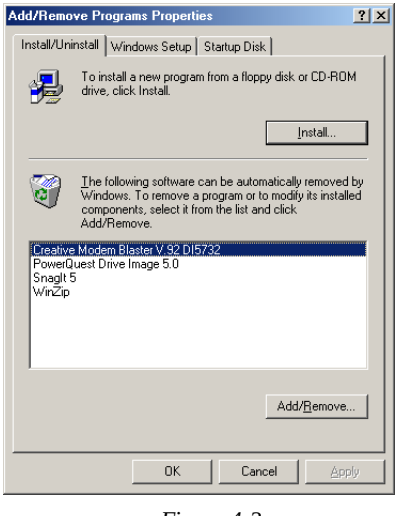
Add/Remove Programs Properties
Install/Uninstall
Windows Setup
Startup Disk
To install a new program from a floppy disk or CD-ROM drive, click Install.
Install...
The following software can be automatically removed by Windows. To remove a program or to modify its installed components, select it from the list and click Add/Remove.
Creative Modem Blaster V.92 DI5732
PowerQuest Drive Image 5.0
SnagIt 5
WinZip
Add/Remove...
OK
Cancel
Apply

Figure 4-3

In Windows XP

1. Click **Start** -> **Settings** -> **Control Panel**.
2. Double-click the **Add or Remove Programs** icon. The **Add or Remove Programs** dialog box similar to Figure 4-4 appears.
3. Click the **Change or Remove Programs** button.
4. Click **Creative Modem Blaster V.92 DI5732**, and then click the **Change/ Remove** button.
5. Turn off your computer and remove the modem card.

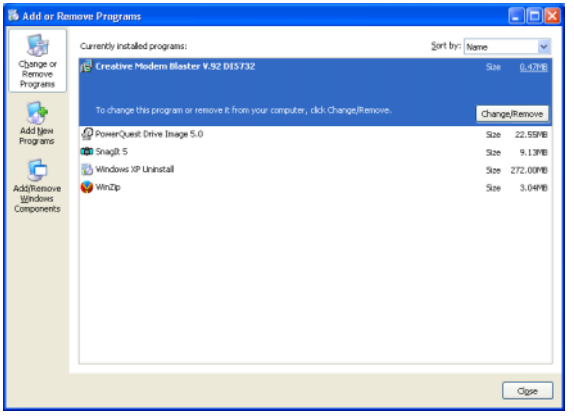

Figure 4-4

5 Modem Features

Modem Features

Besides transferring data and accessing online information, your Creative Modem Blaster has the following features:

Plug and Play

This feature allows you to install your modem easily, as it is automatically configured.

Faxes

Use your modem to send and receive fax documents. This feature also allows you to configure the modem to serve as a fax-on-demand system by using the software provided.

Internet Access

Your modem allows you to access computer bulletin boards and to browse the Internet at speeds of up to 56 Kbps.

Video Conferencing

Your modem comes complete with V.92 standard support, for use with H.32x video conferencing systems.

V.44 Data Compression

Your Modem Blaster incorporates the new V.92 standard. This new standard offers V.44 Data Compression technology that allows you to browse the Internet at higher speeds than existing data compression standards.

QuickConnect

This feature drastically reduces the amount of time it takes to establish a connection with your Internet Service Provider. The characteristics of the last call are saved in your computer, and retrieved for subsequent calls, resulting in a shorter connection time.

PCM Upstream

This feature enhances your Modem Blaster's data upload speed from 33.6 Kbps to a maximum of 48 Kbps.

Modem-on-Hold

This feature allows you to answer an incoming call even when you are surfing the Internet. Check with your local Internet Service Provider to ascertain that this feature is supported in your area.

Modem-on-Hold suspends the data connection between your modem and the ISP so that you can pick up your phone and receive an incoming call in the usual way, while surfing the Internet. When your call is complete, the modem reconnects you to the Internet. For more information on Modem-on-Hold, visit http://www.v92.com.

Using Modem-on-Hold

- During the software installation, when selecting the drivers and applications to install, be sure that the **FaxTalk NetOnHold** check box is selected.
- Be sure to enable FaxTalk NetOnHold whenever you restart your computer. By default FaxTalk NetOnHold is disabled.
- Your phone line needs to be Call waiting enabled to support Modem-on-Hold.

1. If a call comes in while you are on the Internet, the **FaxTalk NetOnHold** dialog box similar to Figure 5-1 appears, click the **Accept Call** button. You have two minutes to complete your call. The call is automatically cut off after two minutes.

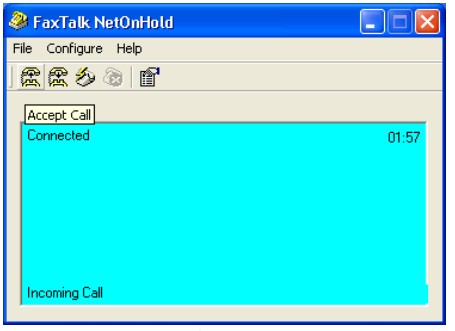

Figure 5-1

2. After completing you call, click the **Disconnect Call** button.

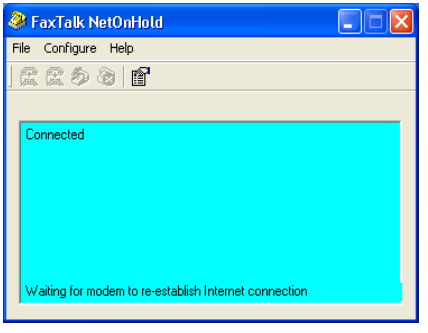

Figure 5-2

3. A dialog box similar to Figure 5-3 appears. The modem will reconnect to the Internet.

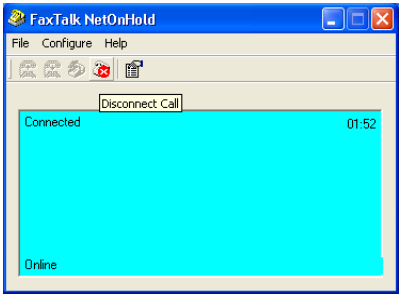

Figure 5-3

A Technical Specifications

Technical Specifications

This appendix lists the general specifications of your modem.

Plug and Play

- ❑ PCI specification compliant.
- ❑ Plug and Play resources.

Table A-1: Plug and Play Resource Information.

DEPENDENT FUNCTIONS	RESOURCE INFORMATION
Choice 1 COM 3	I/O Port: 3E8 to 3EF IRQ: 3, 4, 5, 7, 9, 10, or 11
Choice 2 COM 4	I/O Port: 2E8 to 2EF IRQ: 3, 4, 5, 7, 9, 10, or 11
Choice 3 COM 2	I/O Port: 2F8 to 2FF IRQ: 3
Choice 4 COM 1	I/O Port: 3F8 to 3FF IRQ: 4
Choice 5 Free-For-All	I/O Port: 2A0 to 2A7, 2A8 to 2AF, ... 2D8 to 2DF IRQ: 3, 4, 5, 7, 9, 10, 11 or 15

Data Features

Due to line conditions and FCC regulations, your data rate may be lower. Current FCC regulations limit download speeds to 53 kbps maximum.

- ❑ Integrated data, fax, and voice mail modem.
- ❑ 56,000/54,000/52,000/50,000/48,000/46,000/ 44,000/42,000/40,000/38,000/36,000/34,000
- ❑ 33,600/28,800/26,400/24,000/21,600/19,200/16,800/14,400/ 12,000/9,600/7,200/4,800/2,400/1,200/ 300 bps data speeds.
- ❑ Compatibility with the following data modem standards:
  - V.92, V.90, V.34, V.32bis, V.32, V.23, V.22bis, V.22A/B, and V.21; Bell 212A and 103J.
  - V.42 LAPM and MNP2-4 error correction.
  - V.44, V.42bis and MNP5 data compression.
- ❑ Compression, line control, and error control are implemented in the hardware. Therefore, no special drivers or libraries are needed to take advantage of higher speeds and data reliability.
- ❑ Automatic dial and answer capabilities.

Fax Features

- ❑ Supports Class 1 fax commands.
- ❑ Fax speeds up to 14,400 bps for send and receive.
- ❑ Compatibility with the following fax modem transmission standards:
  - V.17 (14400 bps)
  - V.21 Channel 2 (300 bps)
  - V.27ter (7200 bps)
  - V.29 (9600 bps)

Video Conferencing Support

- ❑ Supports ITU V.92 standard to allow high performance video conferencing over standard phone lines and the internet. Video conferencing standards are H.324 and H.323.

B Troubleshooting

Troubleshooting

This appendix provides tips and solutions for resolving some of the problems you might encounter with Creative Modem Blaster V.92 PCI DI5732 either during installation or normal use.

Problems Installing Software

The installation does not start automatically after the Creative Modem Blaster Installation CD is inserted.

The AutoPlay feature in your Windows system may not be enabled.

To start the installation program through the My Computer shortcut menu:

1. Double-click the **My Computer** icon on your Windows desktop.
2. In the **My Computer** window, right-click the CD-ROM drive icon.
3. On the shortcut menu, click **AutoPlay** and follow the instructions on the screen.

To enable AutoPlay through Auto Insert Notification:

4. Click **Start** -> **Settings** -> **Control Panel**.
5. Double-click the **System** icon.
6. In the **System Properties** dialog box, click the **Device Manager** tab and select your CD-ROM drive.
7. Click the **Properties** button.
8. In the **Properties** dialog box, click the **Settings** tab and select **Auto Insert Notification**.
9. Click the **OK** button to exit from the dialog box.

Resolving Hardware Conflicts

Hardware conflicts may occur when two or more peripheral devices are set to use the same I/O address, IRQ line or DMA channel.

To resolve conflicts in Windows 98SE, Windows 2000, Windows Me or Windows XP, change the resource settings of your modem or the conflicting peripheral device using Device Manager.

Resolving Conflicts in Windows 98SE/Me

If you are unsure of which peripheral device is causing the conflict, you can isolate the source of the problem by temporarily removing all devices (except your modem and essential devices such as the disk controller). After that, add the devices back one at a time until the device that is causing the conflict is found.

To run Device Manager:

1. Click **Start** -> **Settings** -> **Control Panel**.
2. Click the **System** icon. The **System Properties** dialog box appears.
3. Click the **Device Manager** tab.
4. Double-click **Modem**.
5. Select your modem and click the **Properties** button. The **Properties** dialog box of the modem appears.
6. Click the **Resources** tab.
7. Click the **Use Automatic Settings** check box to select it. If this check box is already selected, you need to go to the **Properties** dialog box of the conflicting peripheral device and select the same check box there.
8. Restart your system to allow Windows 98SE/Me to reassign resources to your modem and/or the conflicting peripheral device.

Resolving Conflicts in Windows 2000/XP

To run Device Manager:

1. Click **Start** -> **Settings** -> **Control Panel**.
2. Click the **System** icon. The **System Properties** dialog box appears.
3. Click the **Hardware** tab.
4. Click the **Device Manager** button.
5. Double-click **Modem**.
6. Right-click the name of your modem. A menu appears.
7. Select the **Properties** option.
8. Click the **Resources** tab.
9. Click the **Use Automatic Settings** check box to select it. If this check box is already selected, you need to go to the **Properties** dialog box of the conflicting peripheral device and select the same check box there.
10. Restart your system to allow Windows 2000/XP to reassign resources to your modem and/or the conflicting peripheral device.

Problems with Your Modem

The modem fails to accept commands to dial or answer a call.

There may be an improper telephone line connection.

Check the following:

- Make sure the telephone cable is attached to the Telephone Line Jack.
- Check that all devices are turned on.

There is interference on the telephone line that is connected to the modem.

To solve this problem:

Try moving the telephone line away from any power source, monitor, printer or any computer cable.

The modem cannot connect to the Internet at 56,000 bps.

This may be due to line conditions in your area. Due to FCC regulations and/or line conditions, it is not always possible to achieve the maximum data rate.

To solve this problem:

Try moving the telephone line away from any power source, monitor, printer or computer cable.

The modem or communications software fails to detect that the remote user has hung up.

The modem or communications software relies on the dial tone, busy tone or silence period to detect that a remote user has hung up.
This detection may fail due to one of the following reasons:

- Your local telephone system does not generate the dial or busy tone when the remote user hangs up.
- The silent period for the modem or communications software to detect that the remote user has hung up is not long enough.
- The modem or communications software cannot detect a different dial or busy tone. For example, if you are connecting to a PABX system, the dial or busy tone generated is different from the usual dial or busy tone.

To solve this problem:

Prompt the remote user to respond. This may, however, result in a long delay before the communications software responds to the remote user hanging up. To minimise this delay, modify the following settings:

- Voice message recording time.
- Number of prompts.
- Time to wait for a response after prompting.

No dial tone when using the modem.

The IRQ of the modem is either in conflict with another device or is mis-reported in Windows.

To solve this problem:

Many chipsets have IRQ routing drivers for Windows. If you have an internal modem, and these drivers do not work or do not exist on your system, changing the slot of the modem card may help.